



Praed Foundation Collaborative Training Website



First time logging into the TCOM Training Website

This is for Users who had an account on our previous Platform (Learner Nation).

New Users will go to Page 3 to Register.

- For the first time logging in, Please go to:
 - <https://www.tcomtraining.com>
- To login:
 - Username: email from our previous website
 - Temporary Password: password (yes, the password really is 'password')
 - You will be prompted reset your password after completing steps 1 and 2
 - Must be 6 alphanumeric characters
 - You will be prompted to select your agency by using the following filters:
 - Country
 - Regional Designation
 - Unit (agency-start typing your agency name and it will auto populate)

Registering and Logging In

Registering for the site:

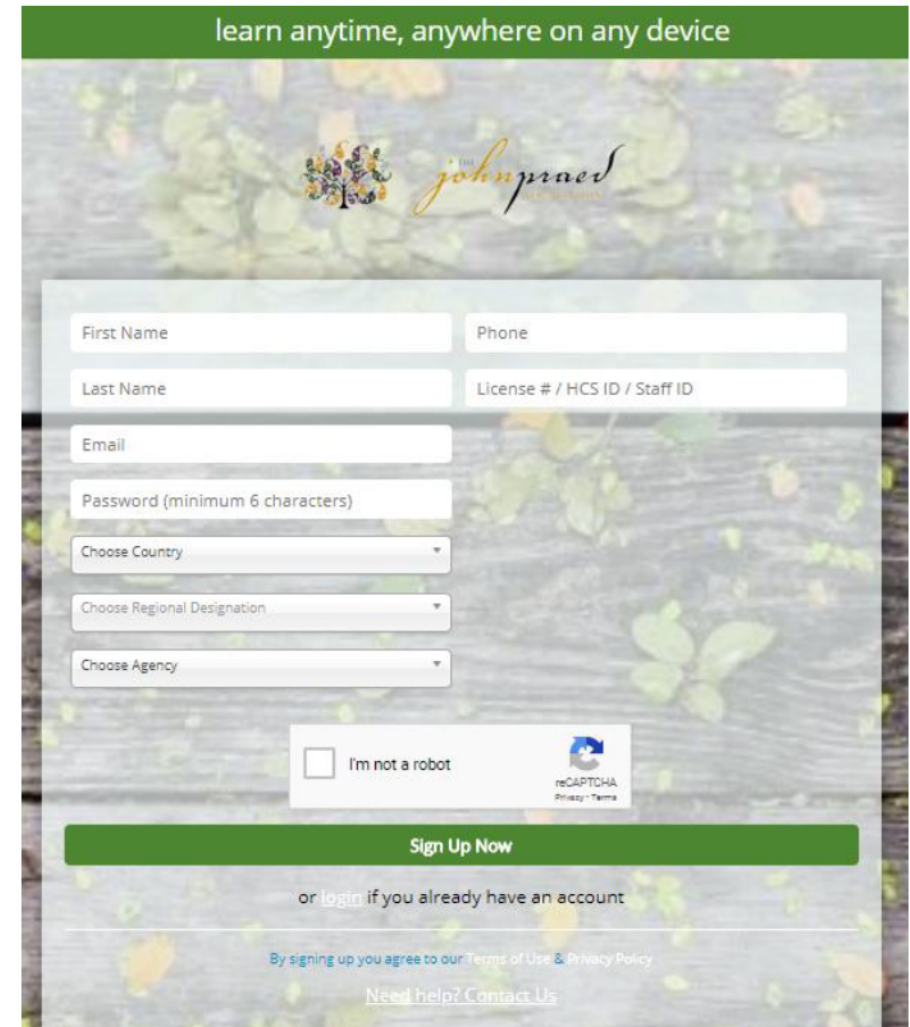
- Ensure you are at the correct Site:
<https://www.tcomtraining.com>
- Click "Sign Up"
- To Register Enter your information, Choose a Country, Region then Agency (Required Field).
- After entering your information select the *I'm not a robot* box
- Click *Sign up Now*

Logging in After Registration

- If you have already registered you can go straight to the login site at: <https://www.tcomtraining.com>
- Enter your User Name and Password
- Select *Login*

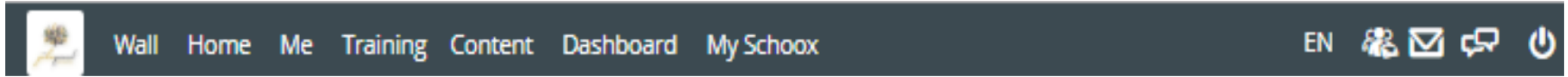
Forgot Password?

- If you have forgotten your password select the *Forgot Password* Link and enter the email you used to register with. Your like to reset your password will be sent to the email associated with your account.



The screenshot shows the registration page for TCOM Training. At the top, a green banner reads "learn anytime, anywhere on any device". Below this is the TCOM Training logo, which includes a crest and the text "john praet". The registration form is a light blue box with the following fields: "First Name", "Last Name", "Email", "Phone", "License # / HCS ID / Staff ID", "Password (minimum 6 characters)", "Choose Country" (dropdown), "Choose Regional Designation" (dropdown), and "Choose Agency" (dropdown). Below the form is a checkbox labeled "I'm not a robot" with a reCAPTCHA logo. A green button labeled "Sign Up Now" is at the bottom of the form. Below the button, it says "or login if you already have an account". At the very bottom, there is a link "By signing up you agree to our Terms of Use & Privacy Policy" and another link "Need help? Contact Us".

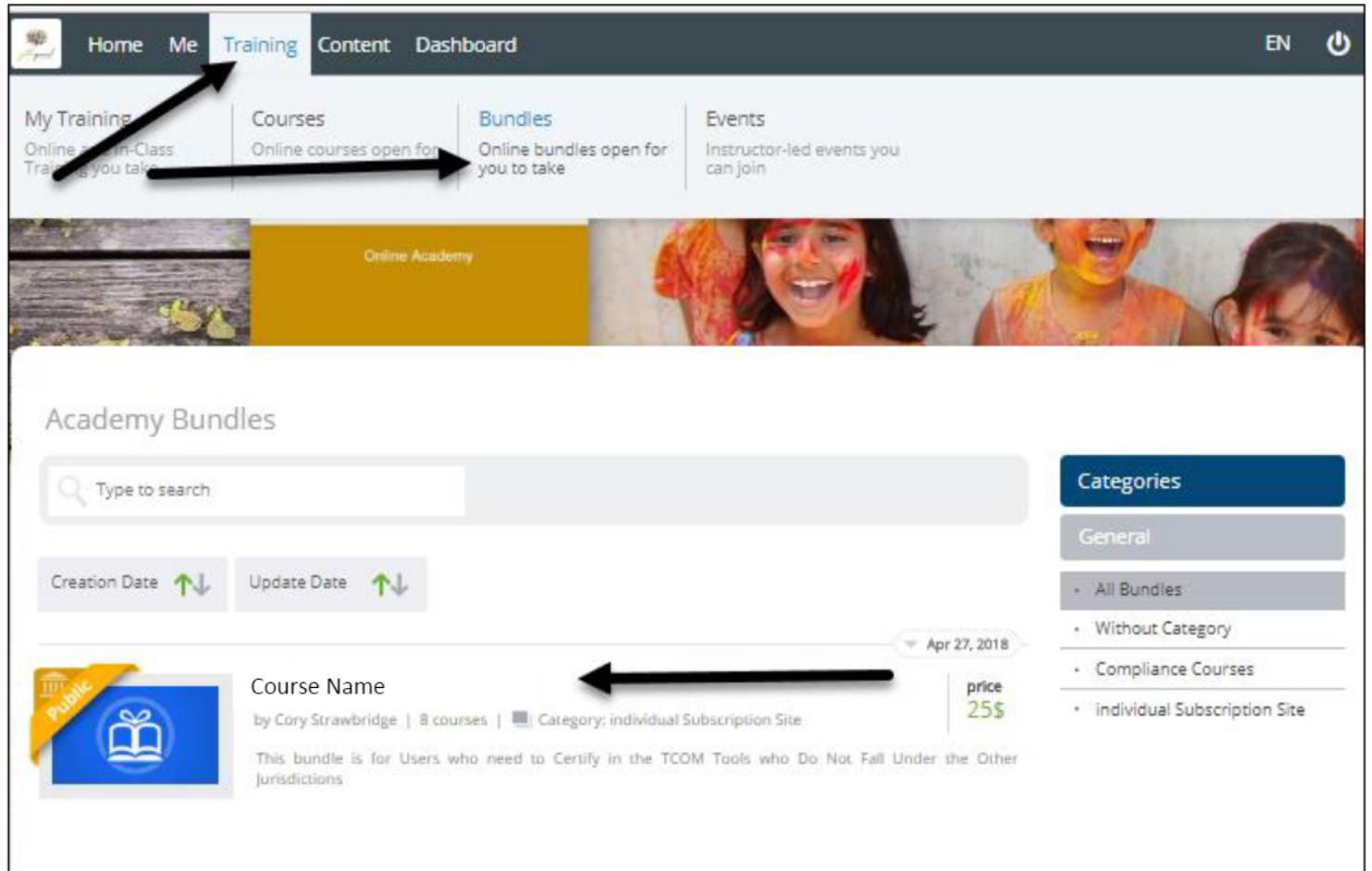
Navigating the Site



- The above bar will show when you log in. Through this bar you can access the following:
 - Home: Access to your Calendar, which shows when trainings, sessions and Events are coming up.
 - Me: Access to update your profile, View your Accomplishments, View and Download your Certificates, and Edit your Settings.
 - Training: Access to your Trainings, Courses and Events.
 - Content: This is your Academy Library, which will show related documents and Videos.

Selecting a Course Bundle

- Prior to taking a course you will need to Select the course bundle.
- To Select a Bundle go to *TRAINING > BUNDLES*
- Select the Bundle of courses you would like to proceed with by clicking on the Name of the Bundle.



The screenshot shows the 'Training' section of a web application. The top navigation bar includes 'Home', 'Me', 'Training' (highlighted), 'Content', and 'Dashboard'. Below this, there are four tabs: 'My Training', 'Courses', 'Bundles' (selected), and 'Events'. The 'Bundles' tab shows a list of 'Academy Bundles'. A search bar is present, along with filters for 'Creation Date' and 'Update Date'. A list of bundles is displayed, with one bundle highlighted. An arrow points from the 'Training' tab to the 'Bundles' tab, and another arrow points from the 'Bundles' tab to the 'Course Name' of the selected bundle.

Home Me **Training** Content Dashboard

My Training Online courses open for you to take

Courses Online courses open for you to take

Bundles Online bundles open for you to take

Events Instructor-led events you can join

Online Academy

Academy Bundles

Type to search

Creation Date ↑↓ Update Date ↑↓

Apr 27, 2018

Course Name

by Cory Strawbridge | 8 courses | Category: individual Subscription Site

This bundle is for Users who need to Certify in the TCOM Tools who Do Not Fall Under the Other Jurisdictions

price 25\$

Categories

General

- All Bundles
- Without Category
- Compliance Courses
- Individual Subscription Site

Bundle with No Fee

- If your bundle does not have a charge, you can click the Enroll Button.
- Skip to the *Accessing your Courses* Slide to continue with your course.

Home Me Training Content Dashboard EN

Cancel Coupon

Coupon expires in May 12, 2018

FREE /annually

# of Users	Per User	Total
1	\$0	\$0

Enroll

TCOM Transformational Collaborative Outcomes Management

Course Name

Course Name

Course Name

Purchasing a Course Bundle With a Fee

If you have a Coupon Code:

- Enter the code and Select *Redeem* and *Buy now*.
- Once a valid bundle code has been entered the price will change to *Free* and you can select *Enroll*.

The screenshot shows the top navigation bar with 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. Below the navigation bar, there is a search bar and a 'Redeem' button. A table displays the price details: \$25 /annually, # of Users: 1, Per User: \$25, Total: \$25. Below the table, there are two input fields for 'Course Name' and a 'Buy Now' button. Arrows point to the 'Redeem' button and the 'Buy Now' button.

# of Users	Per User	Total
1	\$25	\$25

The screenshot shows the top navigation bar with 'Home', 'Me', 'Training', 'Content', and 'Dashboard'. Below the navigation bar, there is a 'Cancel Coupon' button and a message 'Coupon expires in May 12, 2018'. A table displays the price details: FREE /annually, # of Users: 1, Per User: \$0, Total: \$0. Below the table, there are two input fields for 'Course Name' and an 'Enroll' button. An arrow points to the 'Enroll' button.

# of Users	Per User	Total
1	\$0	\$0

If you do not have a Coupon Code:

- Click *Buy now*.
- Enter in your Billing information and Place Order.

The screenshot shows the 'Pay and Check Out' page. It includes a table with price details: \$25 /annually, # of Users: 1, Per User: \$25, Total: \$25. Below the table, there are three buttons: 'Buy for you', 'Buy for Others' (with subtext 'You will receive a group coupon'), and 'Buy for your Academy' (with subtext 'You can assign to Academy members'). Below these buttons, there are two steps: 'Step 1: Billing Information' and 'Step 2: Place Order'. Below the steps, there is a 'Payment Details' section with the text 'Pay with your credit card on our secure page.' and several input fields for 'First Name', 'Last Name', 'Card Number', 'Security Code', 'Expiration Date' (with 'Select Month' and 'Select Year' dropdowns), 'Billing Address', 'Zip Code', and 'City'.

# of Users	Per User	Total
1	\$25	\$25

Accessing your Courses

- Once you have purchased your bundle and enrolled your course listing will show your Personal Courses.
- To start your course return to your course page by selecting the *My Academy* link at the top of the page.

The screenshot displays the schooX web application interface. At the top, a dark navigation bar contains the 'schooX' logo and links for 'Me', 'Learn', 'Content', 'Tools', and 'My Academy'. The 'My Academy' link is highlighted with a black arrow pointing upwards. On the right side of the navigation bar, there are language and power icons labeled 'EN'.

Below the navigation bar, the main content area is titled 'Your Personal Courses'. It features a search bar with the placeholder text 'Type to search'. To the right of the search bar is a circular button labeled 'Create Course' with a green arrow pointing to it and the text 'Click to create new course' below it. On the far right, a 'Categories' sidebar lists 'General' and 'All Courses'.

The course listings are organized with filters: 'All', 'Date', 'Progress', and 'Priority', each with a dropdown arrow. A date filter shows 'May 8, 2018'. Two course cards are visible, each featuring a 'Private' badge and the 'ICOM' logo. The first course is titled 'Course Name' and is described as 'This is the Certification Course for Standard FAST.' It shows '25 steps', 'No reviews', and a 'Discussion Board'. The second course is also titled 'Course Name' and is described as 'This is the certification course for the Standard ANSA 2.0.' It shows '31 steps', 'No reviews', and a 'Discussion Board'. Both courses have a 'Total Progress' bar and a 'Total Time' of '0:00:00'.

Accessing your Courses Continued

- To start your course select:
Training-> Courses
- Select a course listed (click on the course name) or search your course catalogue using the search bar for the course you need to take.

The screenshot shows a web application interface for accessing courses. At the top, there is a navigation bar with links: Home, Me, Training (highlighted), Content, and Dashboard. Below this, there are four main sections: My Training (Online and In-Class Training you take), Courses (Online courses open for you to take), Bundles (Online bundles open for you to take), and Events (Instructor-led events you can join). An arrow points from the 'Courses' link to the 'Course Catalogue' section below. The 'Course Catalogue' section features a search bar with the placeholder text 'Type to search'. To the right of the search bar is a 'Categories' sidebar with a 'General' section containing links for 'All Courses', 'Without Category', 'Compliance Courses', and 'Individual Subscription Site'. The main content area displays two course listings. Each listing includes a 'Private' badge, the 'ICOM' logo, the course name, the number of steps (25 and 50 respectively), a 'No reviews' status, and a 'Discussion Board' link. Below the course name is a description: 'This is the Certification Course for Standard FAST.' and 'This is the CANS CSE Certification Course.' respectively. At the bottom of each listing is a progress bar labeled 'Your Total Progress:' and a 'Total Time: 0:00:00' indicator. An arrow points to the 'Course Name' text in the first listing.

Course Details

- Once you Select your course by the course name hyperlink your course will pull up. This screen will show you the details of your course.
- The Course Toolbar is where you can see the following:
 - About: Course Details
 - Steps: Number of steps in course
 - Supplemental Materials: Course Documents that can be viewed and downloaded
 - Course Discussion Board

The screenshot displays the 'Course Details' page. At the top, a navigation bar includes links for Wall, Home, Me, Training, Content, Dashboard, and My School, along with user icons and a language selector (EN). The main content area features a large orange 'VIDEO' button with a play icon and the text 'continue with Step 1'. To the right, a 'Course' section shows the 'Course Name' field, '56 Steps', '5 Supplemental materials', a 'Total Progress' bar, and 'Total Time 0:00:00'. Below this is the 'Course Toolbar' with tabs for 'About', 'Steps', 'Supplemental materials', and 'Discussion Board'. A red arrow points to the 'Steps' tab. The main content area lists domains: 'Domain 1: Introduction to Training' (Step 1, Pending!), 'Domain 2: Introduction' (Step 2, Pending!), and 'Domain 3: TCOM Overview: Five Decision Points of Care' (Step 3). A 'Show Me How...' button is visible on the right side.

Supplemental Materials

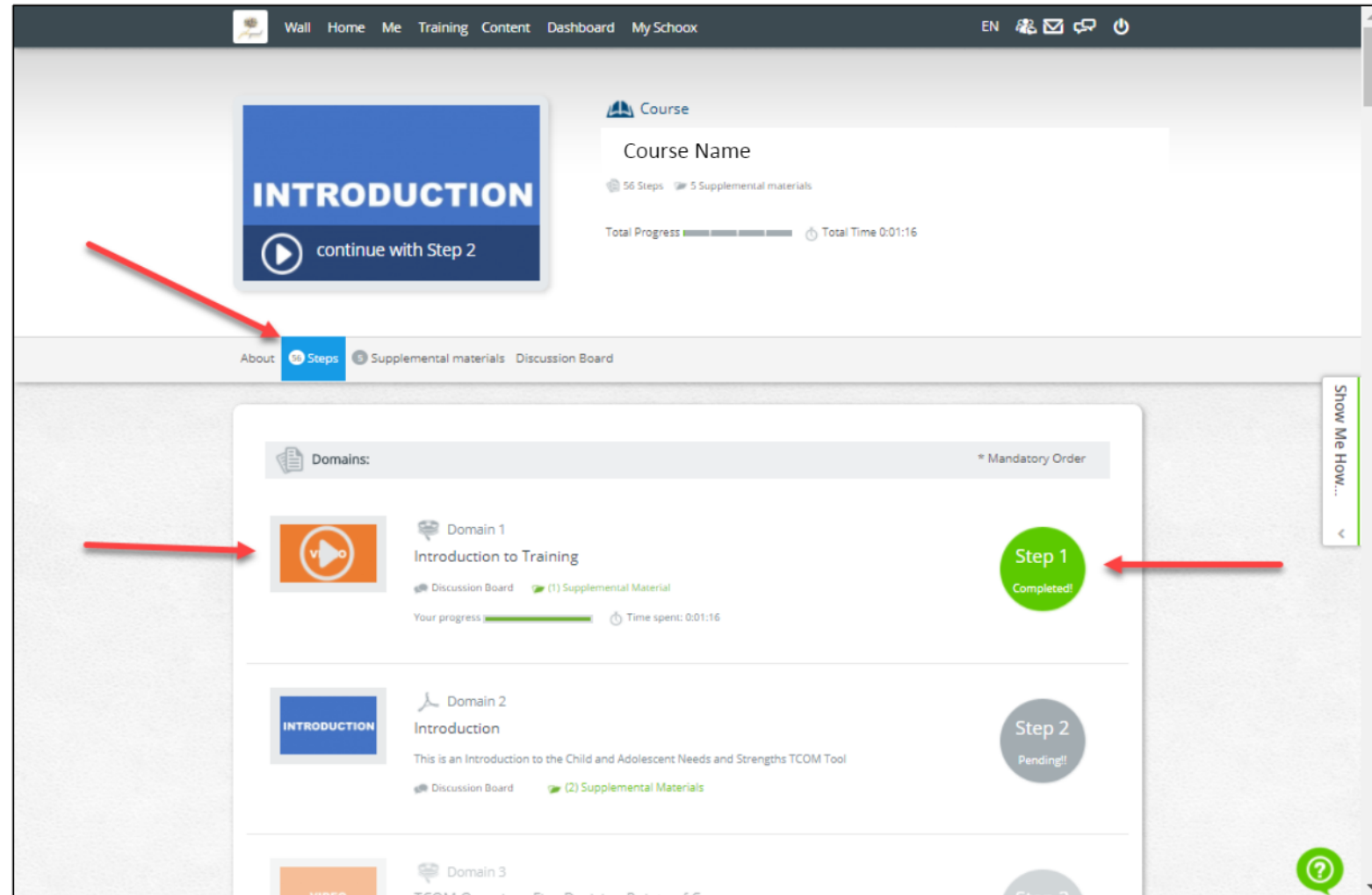
- Prior to starting your course select the *Supplemental Materials* Icon on the toolbar to Download the Manual and supporting documents to reference throughout your course.

The screenshot shows a web interface for a learning management system. At the top, there is a navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, and My School. On the right side of this bar are icons for language (EN), notifications, chat, and a power button. Below the navigation bar is a secondary menu with links: About, Steps, Supplemental materials (highlighted with a red arrow and a hand cursor), and Discussion Board. The main content area is titled "Supplemental Materials:" and features a search bar. It displays five downloadable documents, each with a thumbnail, title, domain, and a "Download" button:

- CANS User Tip Sheet**
Domain: Introduction to Training
- Standard CANS Comprehensive Child and Adolescent Needs and Strengths**
Domain: Introduction
- Standard_CANS Comprehensive_2.0_CWBH_1**
Domain: Introduction
- TCOM Needs and Strengths**
Domain: Action Levels for Needs Items
- TCOM Training Tips**
Domain: Test Taking Tips

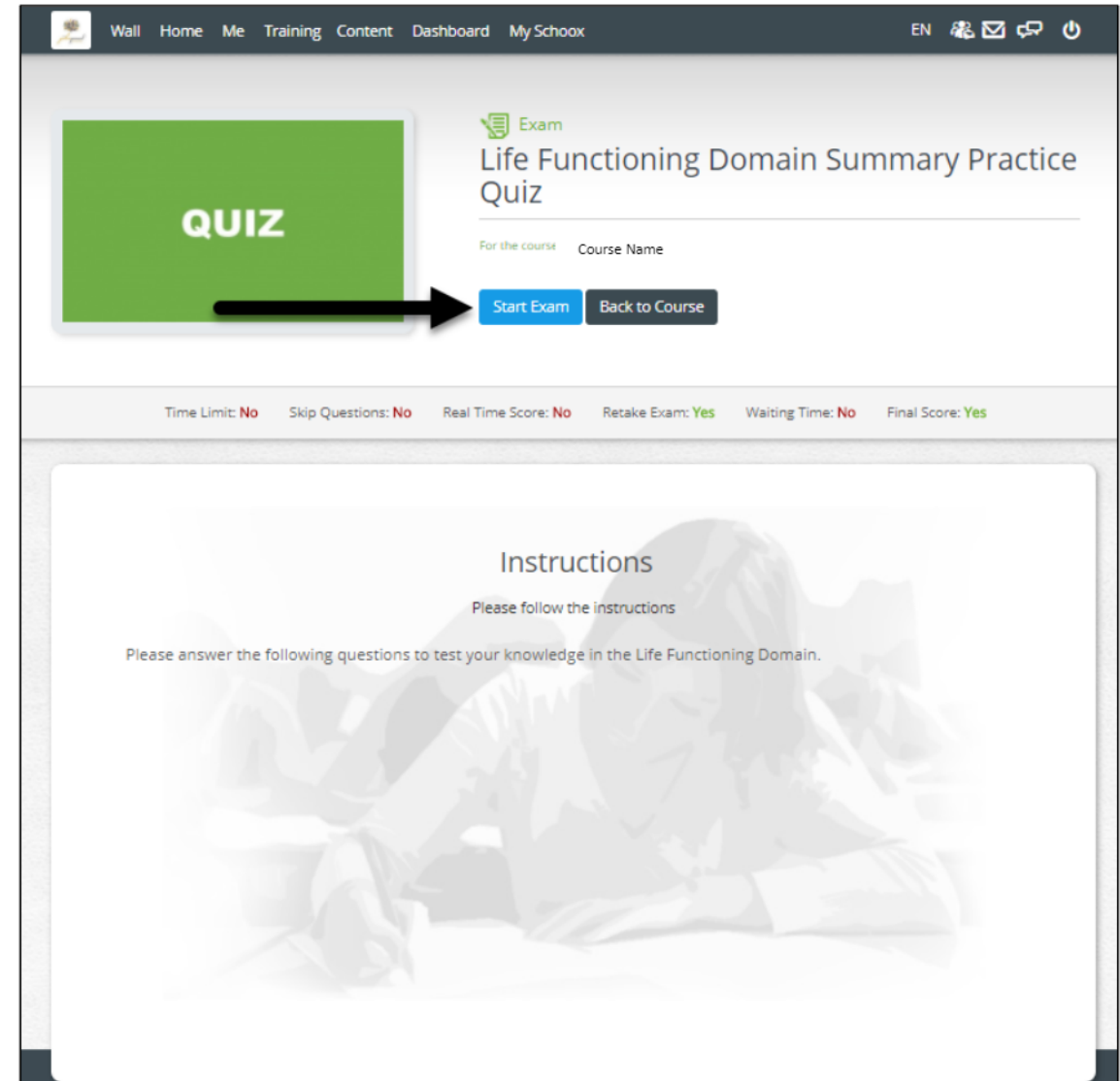
Starting the Course

- After downloading the Supplemental Materials, click the Steps Icon on the toolbar and it will take you back to your course.
- To start your course click the play button (or select the topic image) for the step you are on.
- Once you have completed a step it will indicate “Completed!” and the next step will be ready to start.
- At anytime you can go back to a completed step and review it as needed. To do so you can click on the Step Icon, the topic title or the Image Icon.



Taking an Quiz

- To Start the Exam select the *Start Exam* button.
- If you need to return to the course select *Back to Course*.



The screenshot shows a web interface for a quiz. At the top, there is a navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right side of the navigation bar are icons for language (EN), notifications, chat, and a power button. The main content area features a green box with the word "QUIZ" in white. To the right of this box, the text "Exam" is displayed above the title "Life Functioning Domain Summary Practice Quiz". Below the title, it says "For the course" followed by a placeholder "Course Name". There are two buttons: "Start Exam" (blue) and "Back to Course" (dark grey). A black arrow points from the "QUIZ" box to the "Start Exam" button. Below the buttons, a status bar shows: "Time Limit: No", "Skip Questions: No", "Real Time Score: No", "Retake Exam: Yes", "Waiting Time: No", and "Final Score: Yes". The bottom section is titled "Instructions" and contains the text "Please follow the instructions" and "Please answer the following questions to test your knowledge in the Life Functioning Domain." A faint background image of a person is visible in the bottom section.

Quiz Details

- The Question will be at the top of the page.
- To take the Exam select the Radio Icon for your answer and hit *Submit your answer*.
- At the bottom of the page you will see the tracking that shows you how many questions are within the exam, along with which question you are currently on.

The screenshot shows a web-based quiz interface. At the top, there is a navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right of the navigation bar are icons for language (EN), user profile, email, and power. Below the navigation bar, the quiz title is "Exam: Life Functioning Domain Summary Practice Quiz". There is a dropdown menu for "For the course:" with "Course Name" selected. To the right of this are two buttons: "Leave Exam" and "Finish Exam".

The main content area displays "2 Question (2/14)". Below this is the question text: "Living Situation: Nancy has the occasional fight at home with her parents; her parents are concerned about her behavior at home." An arrow labeled "Question" points to this text. Below the question is a section titled "Answers" with four options: A 0, B 1, C 2, and D 3. To the right of each option is a radio button. An arrow labeled "Radio Icons" points to these buttons. Below the answer options is a blue button labeled "Submit your answer", with an arrow pointing to it from the right. At the bottom of the quiz area is a progress bar with 14 numbered circles. Circle 2 is highlighted, indicating the current question. Below the progress bar are links for "Blog" and "Help Center".

Quiz Details Continued

- Once you have answered each question within the Exam this screen will appear where you can review each question on the exam.
- If you need to change an answer or return to a question you can click on the question to return to it and update your answer.
- If you are ready to continue select the *Submit Exam* at the top or bottom of the page.

Wall Home Me Training Content Dashboard My Schoolx EN

Exam: Cultural Factors Domain Summary Practice Quiz

For the course: Course Name

Leave Exam Submit Exam

You have reached the end of the Exam

Here is a summary of your exam. Before submitting your exam you can review your exam or / and answer open questions depending on the exam rules set by your instructor

Questions	Status
1 Language: Yiliu emigrated from China 3 months ago to join his parents. He does not speak English yet, but his parents do and are able to translate for him.	Answered
2 Traditions and Rituals: A 12-year-old has lived in institutions since he was 3 years old. He has never experienced a family holiday.	Answered
3 Cultural Stress: A family has recently arrived from Somalia and reports some initial difficulties adjusting to the American way of life.	Answered

Click here to submit my exam

1 2 3

Quiz Details Continued

- Your exam summary will appear showing your results.
- For any question details you can click on the question to see the feedback.

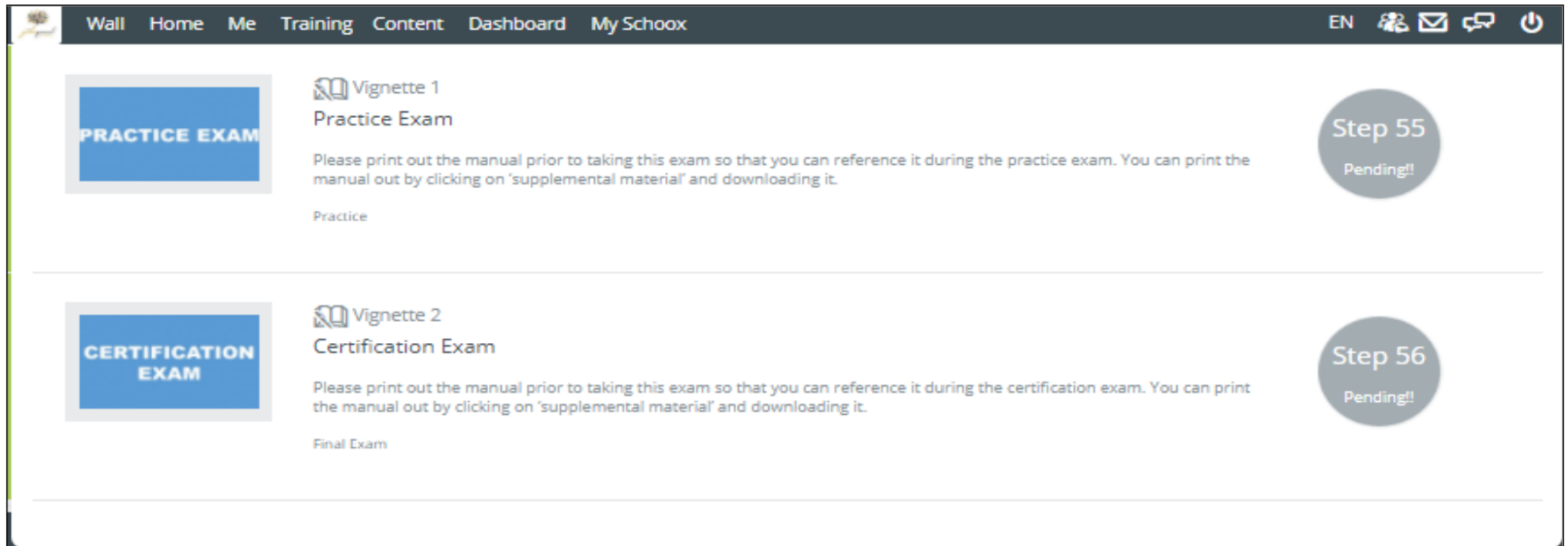


2 Question (2/14)			
Living Situation: _____			
Answers	Correct	Yours	Review
A 0 Feedback: Correct!	✓	<input type="radio"/>	✗
B 1 Feedback: The recommended response is 0 because _____		<input checked="" type="radio"/>	✗
C 2		<input type="radio"/>	✓
D 3		<input type="radio"/>	✓

1 2 3 4 5 6 7 8 9 10 11 12 13 14

Course Exams

- At the end of all Domains, quizzes and videos in the course you will come to the Practice Exam and the Certification Exam.
- You can take multiple Practice Exams prior to taking the Certification Exam.



The screenshot displays a course dashboard with a dark navigation bar at the top containing links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right side of the bar are icons for language (EN), user profile, email, chat, and a power button. The main content area is divided into two sections. The first section, 'Vignette 1', features a blue box labeled 'PRACTICE EXAM', a title 'Practice Exam', a paragraph of instructions about printing the manual, and a 'Practice' link. To the right is a circular progress indicator for 'Step 55' with the status 'Pending!!'. The second section, 'Vignette 2', features a blue box labeled 'CERTIFICATION EXAM', a title 'Certification Exam', a similar paragraph of instructions, and a 'Final Exam' link. To the right is a circular progress indicator for 'Step 56' with the status 'Pending!!'.

Wall Home Me Training Content Dashboard My Schoox EN

PRACTICE EXAM

Vignette 1
Practice Exam

Please print out the manual prior to taking this exam so that you can reference it during the practice exam. You can print the manual out by clicking on 'supplemental material' and downloading it.

Practice

Step 55
Pending!!

CERTIFICATION EXAM

Vignette 2
Certification Exam

Please print out the manual prior to taking this exam so that you can reference it during the certification exam. You can print the manual out by clicking on 'supplemental material' and downloading it.

Final Exam

Step 56
Pending!!

Exam Continued

- You will receive the following message prior to starting both the Practice Exam and Certification Exam. **Please be sure to read through the Vignette Assumption.** Press *Start Vignette* to continue.

The screenshot shows a web application interface for a 'Vignette: Certification Exam'. At the top is a dark navigation bar with links: Wall, Home, Me, Training, Content, Dashboard, and My Schoox. On the right of this bar are icons for language (EN), user profile, email, chat, and a power button. Below the navigation bar, the page title 'Vignette: Certification Exam' is displayed. Underneath, there is a label 'For the course:' followed by a text input field containing 'Course Name'. A 'Back to Course' button is located to the right of the input field. The main content area is titled 'Vignette Assumption' and contains several paragraphs of text explaining the assessment process and rating system. At the bottom of the content area is a blue 'Start Vignette' button, which is pointed to by a large black arrow.

Wall Home Me Training Content Dashboard My Schoox

EN

Vignette: Certification Exam

For the course: Course Name

Back to Course

Vignette Assumption

When completing the vignettes, there is a vignette assumption. That is, when reading assume that a full assessment has been done and no mention means 'no evidence'. This is the standard quality assurance if it is not documented it does not exist assumption. What that means, then if there is no mention of a need, the rating should be a '0'. If there is no mention of a strength, then the rating should be a '3'. So, no mention of any suicidality would result in a rating of '0' on Suicide Risk. No mention of any talents or interests would result in a rating of '3' on Talents/Interests.

Another way to think about it is that you start the assessment with all 0 ratings on the Needs and all 3 ratings on the Child/Youth Strength and then you look for evidence to adjust your scores accordingly using the action levels. Caregiver ratings use the Need action levels for the vignettes.

Ordinarily certain items would have an N/A option (for example Job Functioning for an underage child, or Foster Caregiver for a child not in foster care). For the purposes of this test please rate such items as '0' for needs and as '3' for strengths.

Good luck!

Start Vignette

Exam Continued

- Start by reading the story for your exam. You can reference the story at anytime throughout your exam.
- Each Exam has a 2 hour time limit. The time clock will continue to run throughout your exam to show you how much time is remaining.
- To answer the questions select the radio button for each topic. When you have rated all questions within the domain you can move forward with your exam by selecting the *Next Section* button.

Vignette: Practice Exam

For the course: [Leave Vignette](#)

Vignette Assumption

Story: (please rate foster parents as caregiver)

Deonte is a seven-year-old,

01:59:37 Section: #3 of 6 [Previous Section](#) [Next Section](#)

Cultural Factors	0	1	2	3
0. No evidence of need. No action needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1. Significant history or possible need that is not interfering with functioning. Watchful waiting/prevention/additional assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Need interferes with functioning. Action/intervention required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Need is dangerous or disabling. Immediate action/intensive action required	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Exam Continued

- Once you have completed your Practice exam you will receive your results.
- For Practice Exams, your results will appear for all questions on the exam so you are able to review them.

Wall Home Me Training Content Dashboard My Schoox

EN

Vignette: Practice Exam

For the course: Course Name

Back to Vignette Back to Course

Vignette results:

Your Score
1

Passing Score
0.70

Review

Congratulations, you have achieved sufficient reliability in the Nell Vignette practice exam within the CANS-NY 2016 Training, Testing, & Certification 0-5 Course!
Please proceed with the Final Exam to complete your certification.

Section 1:
Life Domain Functioning

0. No evidence of need. No action needed

1. Significant history or possible need that is not interfering with functioning. Watchful waiting/prevention/additional assessment

2. Need interferes with functioning. Action/intervention required

3. Need is dangerous or disabling. Immediate action/intensive action required

Correct Answer: 0 1 2 3

1. Family Functioning

Your Answer: 0 1 2 3

1. Family Functioning

Correct

Correct Answer: 0 1 2 3

2. Living Situation

Your Answer: 0 1 2 3

2. Living Situation

Correct

Certification Exam

- The Certification exam is in the same format with the same time limit as the Practice Exams.
- Click on the Certification Exam within your course
- Read the Vignette Assumption
- Start Vignette
- Once Finished you will received Feedback as to if you Passed or Failed the exam.
- If you passed the Exam you will be able to print your certificate from the Top toolbar under *ME-> My Certificates-> Course Certifications*.

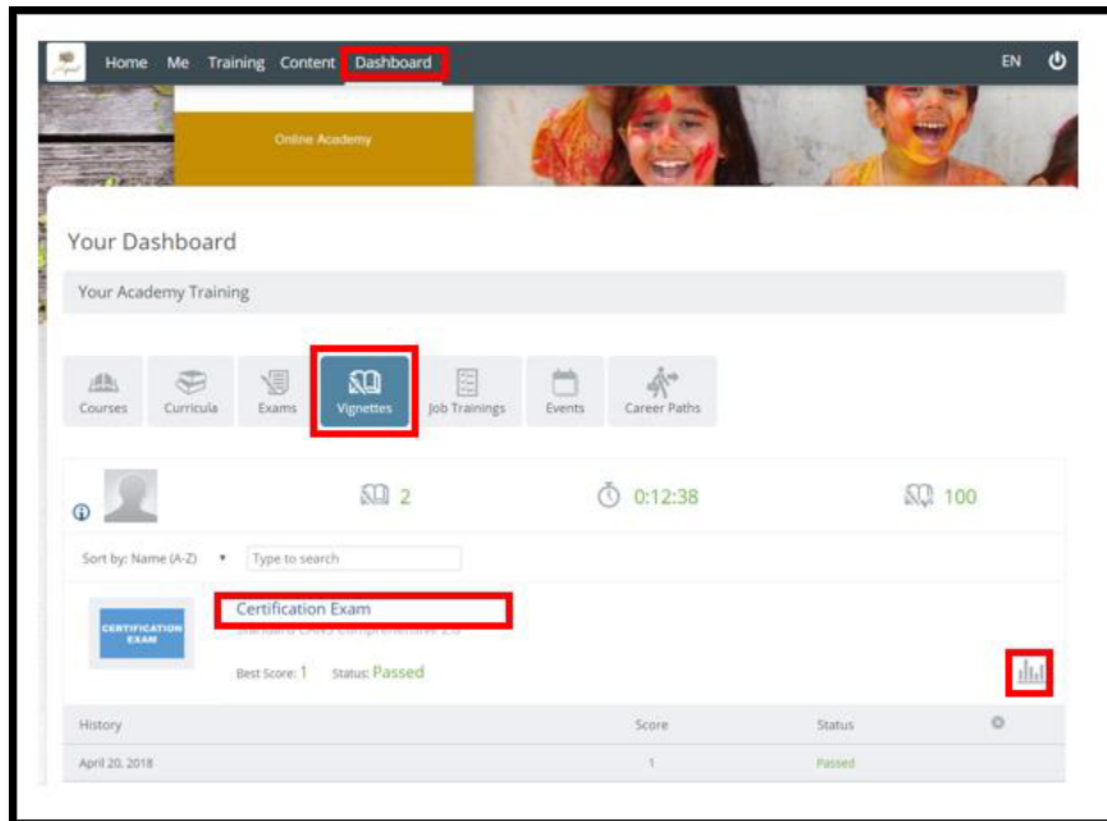
The screenshot displays the 'My Academy Profile' page. At the top, a navigation bar includes 'Wall', 'Home', 'Me', 'Training', 'Content', 'Dashboard', and 'My Schoox'. Below this, a secondary bar contains 'My Profile', 'My ePortfolio', 'My Certificates' (highlighted with an arrow), 'My Settings', and 'Logout'. The main content area shows the user's profile information, including a placeholder for a photo, name, country, email, and languages. A 'Badges' section on the right shows the latest badge earned. Below the profile information, there are tabs for 'About me', 'Accomplishments', 'Agencies/Jobs', and 'Courses'. The 'Accomplishments' tab is active, showing a 'Course Certifications' section. This section has a sub-tab bar with 'Badges', 'Knowledge Profile', 'Course Certifications' (selected), 'Curricula Certifications', and 'Event Certifications'. Below this, a table lists certifications with columns for 'Type of certification', 'Course Name', and 'Click to view'. A certificate image is shown in the 'Click to view' column, with an arrow pointing to it.

Type of certification	Course Name	Click to view
Schoox Certification	Course Name Instructor: Date Earned: Apr 23, 2018	

Viewing your Exam Score and Certificate

You can view your exam scores by:

- Click on 'dashboard' at the top toolbar
- Click on 'vignettes'
- Click on the course you want to see results for or
- Click on the bar chart to the right of the course you would like to see the Results of.
- The History, Score and Status (passed/Failed) will appear.



Online Academy

Home Me Training Content **Dashboard** EN

Your Dashboard

Your Academy Training

Courses Curricula Exams **Vignettes** Job Trainings Events Career Paths

Sort by: Name (A-Z) Type to search

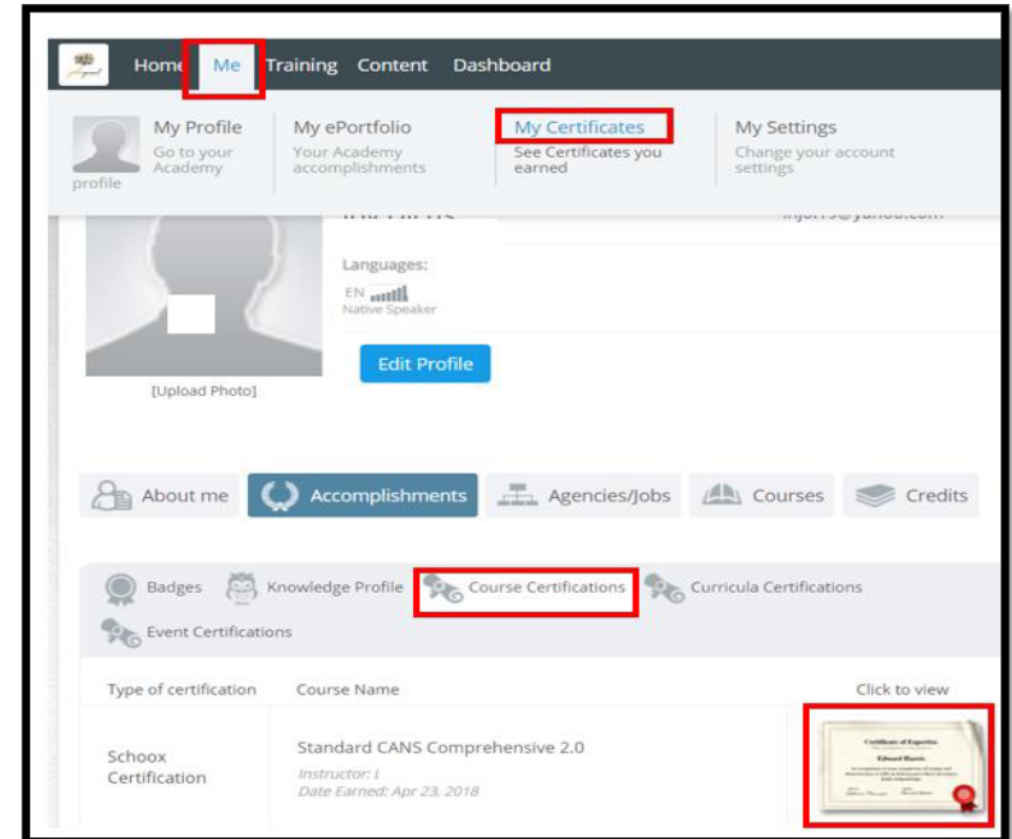
Certification Exam

Best Score: 1 Status: Passed

History	Score	Status
April 20, 2018	1	Passed

You can view your Certificates by:

- Hover over the 'me' tab on the top toolbar
- Click on 'my certificates'
- Click on Accomplishments
- Click on Course Certifications
- Click on the certificate you would like to view



Home **Me** Training Content Dashboard

My Profile Go to your Academy profile

My ePortfolio Your Academy accomplishments

My Certificates See Certificates you earned

My Settings Change your account settings


Languages: EN Native Speaker

[Upload Photo] Edit Profile

About me Accomplishments Agencies/Jobs Courses Credits

Badges Knowledge Profile **Course Certifications** Curricula Certifications

Event Certifications

Type of certification	Course Name	Click to view
Schoox Certification	Standard CANS Comprehensive 2.0 Instructor: I Date Earned: Apr 23, 2018	

Re-Certification

To Recertify:

- Go to: <https://www.tcomtraining.com>
- Login and Select 'Training' then 'Courses' on the top toolbar
- Select the course you need to Recertify in
- Now you can review the materials or jump straight to the final exam by scrolling to the bottom of the course and selecting 'Certification Exam'.
- Please note all Manuals and course materials are under the 'Supplemental Materials' on the course toolbar and can be reviewed and downloaded for your reference.

The screenshot shows the TCOM Training website interface. At the top, there is a navigation bar with links: Home, Me, Training, Content, and Dashboard. The 'Training' link is highlighted. Below the navigation bar, there are four main sections: My Training (Online and In-Class Training you take), Courses (Online courses open for you to take), Bundles (Online bundles open for you to take), and Events (Instructor-led events you can join). An arrow points to the 'Courses' link. Below these sections is a banner for 'Online Academy' featuring a group of children. The main content area is titled 'Course Catalogue' and includes a search bar with the placeholder 'Type to search'. To the right of the search bar is a 'Categories' sidebar with options: General, All Courses, Without Category, Compliance Courses, and Individual Subscription Site. The course listings show two courses, both with a 'Private' badge and the TCOM logo. The first course is titled 'Course Name' and has 25 steps, no reviews, and a discussion board. It is described as 'This is the Certification Course for Standard FAST.' and shows a progress bar and total time of 0:00:00. The second course is also titled 'Course Name' and has 50 steps, no reviews, and a discussion board. It is described as 'This is the CANS CSE Certification Course.' and also shows a progress bar and total time of 0:00:00. An arrow points to the 'Course Name' field in the first course listing.

Re-Certification Continued

- Once you have finished your exam you can see your results by selecting “Dashboard” on the top toolbar. Go to Vignettes, Select the bar graph to the right of the Certification Exam you took. Your Status of the Exam will show either Passed or Failed.

- You Can view your updated Certificate by selecting ‘Me’ then ‘My Certificates’ on the top toolbar.

The screenshot shows the Schoox Dashboard with the 'Dashboard' tab selected in the top toolbar. The interface includes a user profile icon, a search bar, and a list of exams. The 'Practice Exam' entry shows a 'Best Score: 0.77' and a 'Status: Passed'. An arrow points to a bar graph icon to the right of the exam entry. Below the exam list is a table with columns for History, Score, Status, and Details.

History	Score	Status	Details
August 13, 2013	0.71	Passed	Details
September 12, 2013	0.77	Passed	Details

The screenshot shows the 'Me' page with the 'My Certificates' tab selected. It displays a list of certificates under the 'Course Certifications' section. The table has columns for Type of certification, Course Name, and Click to view. Two certificates are listed, both for 'Schoox Certification' with 'Instructor: Lauren Schmidt'. The first certificate was earned on Feb 13, 2018, and the second on Dec 29, 2016, with a status of 'Expired'.

Type of certification	Course Name	Click to view
Schoox Certification	Course Name Instructor: Lauren Schmidt Date Earned: Feb 13, 2018	
Schoox Certification	Course Name Instructor: Lauren Schmidt Date Earned: Dec 29, 2016 Expired	

FAQs

- I had an account on the prior website, how do I login to the new TCOM Training Website for the first time?
 - If you had an account in our prior website, and are now logging into our new TCOM Training Website for the first time, please follow the below steps:
 - Go to: <https://www.tcomtraining.com>
 - Username: the email you used on our prior website
 - Password: password (yes, the word 'password' is your temporary password)
 - You will be prompted to reset your password after completing steps 1 and 2
 - Must be 6 alphanumeric characters
 - You will be prompted to select your agency by using the following filters
 - Country
 - Regional Designation
 - Unit (Agency- Start Typing your agency name and it will auto populate)

FAQs

- I did not have an account on the prior website, how do I register on the new TCOM Training Website ?
 - If you did not have an account in our prior website and need to register on the new TCOM Training Website , please follow the below steps:
 - Go to: <https://www.tcomtraining.com>
 - Fill out the required fields
 - Click 'sign up now'
- How do I obtain a certificate in one of the TCOM Tools?
 - To obtain a certificate, you must complete ALL of the steps in the corresponding course. Simply passing a final exam does not grant you a certificate
- What courses do I need to take?
 - Please contact your agency to determine what courses you are required to take.
- How do I recertify?
 - See Re-Certification pages within this guide (page 23-24).
- I cannot pass the final exam. I have completed all of the materials and reviewed my quizzes and videos, what do I do?
 - If you are having trouble passing the final exam, please contact our support team at: support@TCOMTraining.com and let them know you would like coaching. Our team will connect you with a coach.
- Do you provide live training opportunities?
 - Yes! We provide online webinars and in person training events. To view what is available and register for an event, toggle over 'Training' in the top toolbar and select 'events'.

FAQs

- How do I view my exam Score?
 - You can view your exam scores by:
 - Click on 'dashboard' at the top toolbar
 - Click on 'vignettes'
 - Click on the course you want to see results for
 - Click on the bar chart to the right of the course you would like to see the course for.
- How do I view my Certificates?
 - You can view your Certificates by:
 - Hover over the 'me' tab on the top toolbar
 - Click on 'my certificates'
 - Click on the certificate you would like to view